

# Westbrook Village Pickleball Club Meeting Minutes

**Date:** April 9, 2026

**Time:** 1:00 PM – 2:42 PM MST

**Location:** Fine Arts and Learning Center (FALC)

**Presiding:** Lynette Jones, President

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## 1. Attendance

- **Board Members Present:** Lynette Jones (President), Nancy Millard (Vice-President), Rhonda Whitaker (Secretary), Dianne Doerschel (Communication Officer)
  - **Absent:** Anne Davis (Treasurer)
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## 2. Announcements

- **HOA Election Results & Board Relations (Lynette Jones)**

- **President:** Bruce Garrison
- **Vice President:** Amy Miller
- **Treasurer:** Bob Carneiro
- **Secretary:** Max Allen
- **Members at Large:** Joe Bernier, Mark Gittins, Steve Merkovich.

**Discussion:**

- Members asked the possibility of the court fencing issue being revisited now that a new HOA board is in place. It's possible but no official information is currently available.
  - **HOA Recreation Committee Interviews:**
    - A discussion was held regarding the recent interview process for the HOA Recreation Committee. Applicants Sue Heath and Kim Foley shared their experiences, noting inconsistencies in the interview process and eligibility criteria (specifically a 9-month residency requirement).
    - Action Item: The Club will monitor the situation and may draft a formal letter to the HOA board requesting standardized interview criteria and greater transparency.
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## 3. Treasurer's Report

Lynette Jones presented the report in Anne Davis's absence:

- **Monthly Income:** \$95 Monthly Expenses: \$90
  - **Year-to-Date:** Income of \$5,140; Expenses of \$5,423.
  - **Bank Balance:** \$31,944 which includes \$9,303 in Capital Improvement funds
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## 4. Unfinished Business

- **Court Mapping**

## Discussion:

- President Lynette Jones addressed ongoing concerns regarding court allocation between the Pickleball Club and non-club residents. The HOA Recreation Committee had received a presentation claiming the club was occupying more than 50% of the court time, with some data suggesting levels as high as 52%.
- Jones reported on her analysis of court usage data from early 2023. This research indicates the club has only hit slightly above 50% allocation twice, with percentages typically hovering around 39% to 41% for primary playing times, which is well within the acceptable limit (stipulated as roughly 50% by the HOA in 2023).
- **HOA Preference Rule:** A lengthy clarification took place regarding the HOA policy established to ensure court availability for residents who are not club members. The policy allows non-members "preference" on courts 9-12, with club members allowed to use them via paddle stacking if no non-members are waiting.
- **Operational Challenges:** Members discussed the difficulty of enforcing precise court mapping 100% of the time due to fluctuating attendance and courts opening up at different times.
- **Action Taken:** To prevent future disputes and accusations, John Shy developed an Excel-based tool that automatically calculates court allocation percentages when the court map is updated. This also provided a new format for club court maps to be presented to the Rec Committee next Tuesday 4/14.
- **Process Improvement:** Lynette noted that previously, court maps were not always formally signed off by the Recreation Committee, leading to confusion. A new process is being recommended to the Recreation Committee that there be a formal sign-off from both the Rec Committee and the Pickleball Club before each season's court map is posted.

## ● Court Reserve & Membership Updates

Tom McKeever provided an update on the transition to the **Court Reserve** software system for the 2026-2027 season.

- **Implementation Status:** A "momentum call" with the software provider is scheduled for April 14th to finalize the setup. The club is intentionally opting out of several features to keep the portal streamlined.
- **Registration Process:** The portal is currently active. Members can log in via the Westbrook Village portal on the Court Reserve App to fill out a simple registration form. Registrations submitted now are valid through September 30, 2027.
- **Emergency Contacts:** These are now mandatory fields; users cannot complete registration without providing a name and phone number.
- **Invoicing & Renewals:** Starting in 2027, the system will automatically email renewal invoices in future years.
- **Privacy & Admin:** Access to the full membership database and emergency contact lists will be restricted to system administrators. There was discussion about printing a report for the recreation front desk to ensure emergency information is accessible on-site.
- **Communication Transition:** The club intends to move away from "Constant Contact" and use Court Reserve's internal messaging system for all club communications to save on subscription costs.

## Action Items:

- Tom and Diane to draft an introductory email/instruction guide for the membership rollout by May 1st.

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## 5. New Business

## ● Ambassador Program Reorganization

Nancy Millard reported on a restructuring of the Ambassador program to clarify roles and improve communication between the Board and the general membership.

- **Ambassadors (Level Liaisons):** These individuals represent specific play levels and act as liaisons to the Board.
  - **Novice:** Nancy Bagger and Jerry Davis.
  - **Intermediate:** Laura Blauvelt (mornings) and Donna Kardynalski (afternoons)
  - **Advanced:** Skip Desaulnier
- **Activity Managers:** Roles previously under the "ambassador" umbrella are now designated as Managers.
  - **Ladders:** Skip Desaulnier
  - **Jamboree:** Kelly Lodato
  - **Social:** Michelle McGee
  - **Team Play:** Kim Foley

### Action Items:

- Diane to update the club website with the new leadership structure and photos and remove disbanded programs (e.g., Golden Geezers, Testing and PB Pal roles).

## ● Membership Data & Confidentiality

President Lynette Jones addressed a recent security concern regarding the club's membership list and the potential formation of a competing pickleball club.

- **Security Incident:** A request was made for the password to the club's member list under unclear pretenses. It was discovered that a resident, reportedly involved in organizing a separate pickleball club, successfully downloaded the full membership roster.
- **Misuse of Information:** Concerns were raised that this list may be used for unauthorized solicitation. The Board noted that in the past, member data has been misused for political campaigning and business solicitation.
- **Confidentiality Policy:** The club currently lacks a formal confidentiality policy. With the move to Court Reserve, access to full lists will be automatically restricted to system administrators. However, the Board agreed that a written policy is needed to define who (e.g., ladder captains or activity managers) can access specific contact data as needed for their programs.
- **Emergency Contacts:** The Board debated the best way to handle emergency contact information. Suggestions included:
  - Relying on the HOA's card-swipe system (though its reliability and accessibility after hours are in question).
  - Encouraging members to keep emergency info on their pickleball bags.
  - Maintaining a printed list at the recreation front desk.

**Action Item:** The Board will research the HOA's data capabilities and draft a formal confidentiality policy to ensure member data is used strictly for club business.

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## 6. Committee Reports

**Ladders (Skip):**

- The season is winding down with a typical end date of May 1. Captains have the option to continue play into the summer if they choose.

### **Jamboree (Reported by Michele for Kelly):**

- **Event Date:** Saturday, April 11, 2026.
- **Participation:** 106 members are registered.
- **Schedule:** Check-in 7:30–8:00 AM; Group photo 8:30 AM; Matches 8:45–10:45 AM.
- **Social:** Awards and a luncheon will follow at 11:00 AM in the Dance Room with overflow to the Vista's patio.

### **Social Committee (Michele):**

- **2026-2027 Event Dates:** The following dates have been secured with the HOA to ensure full court access:
  - **Welcome Back Jamboree:** Saturday, October 17, 2026.
  - **Christmas/Holiday Social:** Wednesday, December 9, 2026.
  - **Valentine's Social:** Wednesday, February 10, 2027.
  - **Spring Jamboree:** Saturday, April 10, 2027.
- **Storage:** The club has rented an "Extra Space" storage unit. Following the upcoming Jamboree, all club supplies currently scattered across members' homes will be consolidated into this unit.
- **Holiday Dinner:** There is interest by some members to revive the all-club holiday dinner in early 2027. The Board is seeking volunteers to lead a committee for this event.

### **Team Play (Kim Foley):**

- **TriLevel Team:** The 4-week pilot program has been successful with four participating teams.
- **Playoffs:** Scheduled for next Wednesday at 9:00 AM. This will be an expanded format featuring 8 games instead of 4.

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## **7. Other**

### ● **Court Maintenance & Improvements**

Discussion on the lack of regular cleaning of the courts and wind screens by the HOA.

#### **Key Points:**

- **Maintenance Schedule:** Members noted that courts have not been properly cleaned since late 2025.
- **Member Initiative:** Carl suggested forming a small group of club volunteers to clean the courts..
- **Liability Concerns:** Questions were raised regarding liability and potential damage to court surfaces if members perform the cleaning.
- **Action Item:**
  - Lynette Jones will approach the HOA board to ask if there is a schedule for court cleaning and if club volunteers are permitted to assist with maintenance and if the HOA will provide the necessary supplies/water access.
  - Lynette will contact the Marionette facility to learn about their maintenance system.
- **Equipment Updates**
  - **Nets:** A discrepancy was noted regarding "New Nets" being listed as a capital improvement rather than an HOA operating expense. It was noted this is not a Club expense.
  - **Action Item:** Lynette will follow up with Sean regarding the status of the new nets, which were previously reported as being on order.

## • Community Outreach

### Discussion:

- **"TOPS" Event (Time on the Pickleball Court):** A detailed discussion was held regarding access to "TOPS" events.
- **Club Incentive vs. Community Stewards:** The debate focused on balancing the benefits of club membership (incentive to join) with the desire to be welcoming neighbors and "good stewards" to the broader Westbrook Village community.
- **Charging Non-Members:** Some members suggested charging a fee (e.g., matching the cost of the event) for non-members to attend holiday social events, noting that membership dues pay for event costs like food.
- **Comparisons to other Clubs:** It was mentioned that other clubs, such as the tennis club, have more restrictive policies, and that the pickleball club is often held to a different standard.
- **Open House Concept:** Instead of just opening existing TOPS holiday events to non-members (which could lead to overcrowding), members discussed holding a specific "Open House" or "Introduction to Pickleball" event.
- **Logistics of the Open House:** The proposed Open House might include beginner clinics, demonstrations, loaner paddles, and music. The goal would be to introduce pickleball to interested residents and encourage them to join the club.

### Decisions:

- **TOPS Policy:** The existing policy for "TOPS" events will remain as is for now.
- **Club-Only Socials:** Competitive social events like Jamboree will remain limited to club members.
- **Open House Initiative:** The club will organize a dedicated "Open House" or "Introduction to Pickleball" to the community. This event will be widely advertised through E-blasts and will be designed to encourage new memberships.

## • Member Directory & Photos

Rhonda asked if the member photo directory on the Club Website should be taken down as it is not being maintained at this time. Rhonda and Skip both felt the photo page was helpful.

- **Action Items:**
  - Board will explore the possibility of asking members to email a digital photo of themselves upon registration or renewal. Dianne feels that very few people would do this.
  - Rhonda will ask for volunteers to take pictures of new members at the courts and work with Dianne to get the site updated and current.

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## 8. Recognition

Laura Blauvelt thanked the Board and volunteers for their extensive work on court mapping. The meeting concluded with wishes for a great summer for all members.

**Minutes submitted by:** Rhonda Whitaker, Board Secretary